

# California Franchise Tax Board

STATE OF CALIFORNIA

## COMPLIANCE REPRESENTATIVE

FRANCHISE TAX BOARD  
OPEN EXAMINATION  
SPOT — SACRAMENTO

### FRANCHISE TAX BOARD

PO Box 550

Sacramento CA 95812-0550

**ATTN: Exam Section, (916) 845-3608**

Website: <http://www.ftb.ca.gov>

TDD is **Telecommunications Device for the Deaf.**

California Relay Service

From TDD phone (800) 735-2929

From Voice phone (800) 735-2922

Applicants should be aware that prior to employment with the Franchise Tax Board a background investigation will be conducted. The investigation will consist of completion of a questionnaire, fingerprinting, and inquiry to Department of Justice to disclose criminal records. Employment offers will be made prior to completion of the questionnaire. A commitment to hire will **not** be considered final until the background information has been reviewed and approved by the department.

### HOW TO APPLY

Applications may be filed:

#### In Person:

Franchise Tax Board  
9645 Butterfield Way  
Exam Section, Rm 1024B  
Sacramento CA 95827

#### By Mail:

ATTN: Exam Section  
Franchise Tax Board  
PO Box 550  
Sacramento CA 95812-0550

Applications (Form 678) will be accepted on a continuous basis and will be held until an examination is scheduled.

Test dates are set by the Franchise Tax Board. Testing is considered continuous as dates can be set at any time and the eligible list is merged.

### DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.

Applications (Form 678) will be accepted on a continuous basis and will be held until an examination is scheduled, and a final filing date established. Applications postmarked, personally delivered or received via interoffice mail after the final filing date will be held for the next examination.

**NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.**

**NOTE: If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination" (Form 678). You will be contacted to make specific arrangements.**

College campus recruitment will be conducted during the fall and spring semesters.

### ELIGIBLE LIST INFORMATION

An open eligible list will be established for the Franchise Tax Board. Names of successful competitors are merged onto the list in order of final scores, regardless of date. A candidate may **only** test once in a 12-month period. Eligibility expires after 12 months; candidates may then retest to reestablish eligibility.

**SALARY RANGES:** Range A — \$2658 - \$2865  
Range B — \$2741 - \$3130  
Range C — \$3287 - \$3952

**Range A.** This range shall apply to incumbents who do not meet the criteria for Range B or Range C.

**Range B.** This range shall apply to persons who have satisfactorily completed either:

1. Six months of experience in the class of Compliance Representative, Franchise Tax Board, Range A; or
2. One year of experience performing increasingly responsible collection duties at a level comparable in responsibility to the Compliance Representative, Franchise Tax Board (this experience must be beyond that required to satisfy the "Minimum Qualifications" of the class); or
3. Education equivalent to graduation from college with at least one course each in basic accounting or Federal or State Taxation and business or commercial law and one course in either economics, business administration, or public administration.

**Range C.** This range shall apply to persons who have satisfactorily completed 12 months of experience in the class of Compliance Representative, Franchise Tax Board, Range B.

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "**Either**" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

#### Either I

Six months of experience in the Franchise Tax Board performing tax compliance or debt collection duties as a Tax Technician, Range B, Franchise Tax Board.

#### Or II

One year of experience in the Franchise Tax Board performing tax compliance or debt collection duties in a class equivalent in level to Tax Program Technician I.

#### Or III

**Experience:** One year of experience, or the equivalent, in one or a combination of the following:

1. Management activities, as owner or manager of a business, in the marketing, distribution, and sale of merchandise, which requires broad public or customer contacts; **or**
2. Activities as a credit manager, loan officer, or field collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts; **or**
3. Tax compliance or debt collection experience in a governmental agency comparable in responsibility to that of a Tax Technician, Franchise Tax Board, in the California state service, **and**

**Education:** Equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or federal or state taxation and business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. **(Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)** Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required.

#### Or IV

Equivalent to graduation from college, which must include at least one course each in basic accounting or federal or state taxation and business or commercial law; and one course in either economics, business administration, or public administration. (Registration and current enrollment as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.)

**Special Personal Characteristics** — Willingness to work long and irregular hours, and in various locations throughout the State, and have keenness of observation, persistency, imagination and tact.

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

**SEE REVERSE SIDE FOR ADDITIONAL INFORMATION**  
**COMPLIANCE REPRESENTATIVE J196-8619** **CONTINUOUS FILING**

## COMPLIANCE REPRESENTATIVE

9-99

**NOTE: If you are applying under Pattern III and IV, indicate on your application the types of business administration, public administration or economics courses you have taken or are taking.**

### THE POSITION

Compliance Representative is the recruiting/training and journey level in this series. Under close supervision, incumbents learn all phases of debt collection or tax compliance, law, rule and regulation administration; perform all aspects of compliance work; and perform technical, staff or administrative functions related to the enforcement program. Incumbents may also act in a lead capacity for paraprofessional staff.

### RECOMPETITION RESTRICTIONS

1. Unsuccessful competitors who wish to recompetete may be tested once during each testing period.
2. Successful competitors will establish list eligibility for 12 months and are restricted during their 12-month eligibility period from recompeteting with the department with which eligibility is established. Candidates are not restricted from interviewing with other departments during the testing period.

### EXAMINATION INFORMATION

#### Structure/Supplemental Application — Weighted 100.00%

This examination will consist of a Structure and a Supplemental Application. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be obtained.

The first portion of the examination will consist of a structured written exercise to complete that tests the skills needed to perform the work done by Compliance Representatives.

Candidates will also receive a Supplemental Application to complete. The Supplemental Application is designed to elicit the candidate's abilities as demonstrated by quality and breadth of experience, measuring competitively each candidate's knowledge, abilities and potential to effectively perform the duties of the classification.

### RETURN OF THE SUPPLEMENTAL APPLICATION IS MANDATORY.

**Candidates who do not return the Supplemental Application will be eliminated from the examination.**

#### Scope:

##### A. Knowledge of:

1. Basic accounting practices.
2. Types of business organizations.
3. Basic business practices and management.
4. Commercial law.

##### B. Ability to:

1. Apply the required knowledge.
2. Communicate effectively.
3. Interpret and apply provisions of California laws, rules, and regulations administered by the Franchise Tax Board.
4. Analyze situations accurately and take effective action.
5. Use tact and good judgment in dealing with the public under stressful conditions.

**Veterans' preference credits** will be added to the final score of all open competitors in this examination who qualify for, and have requested, these points and who are successful in all part(s) of the examination. (See "General Information" on this bulletin for information regarding veterans preference points.)

**Career credits** will not be granted in this examination.

## GENERAL INFORMATION

**It is the candidate's responsibility** to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three days prior to the written test date if he/she has not received his/her notice.

**For an examination** without a written feature it is the candidate's responsibility to contact the Franchise Tax Board, Exam Section, (916) 845-3608, three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview or performance test due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Franchise Tax Board, local offices of the Employment Development Department and the State Personnel Board office.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Franchise Tax Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from State Personnel Board office or written test proctors.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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